

**DIRECT DEPOSIT
AUTHORIZATION STATEMENT**

-SAMPLE ONLY-

I authorize the Division of Child Support Services (DCSS) to deposit my child support payments directly into my checking or savings account. **I authorize DCSS to adjust any over/under deposit it has made to my checking or savings account.** I understand that DCSS will make a reasonable effort to notify me within one business day of when an adjustment is made. I understand the deposit/adjustments will be made electronically by ACH transactions and I must allow the Federal Reserve two workdays from the disbursement date to have the funds available to my financial institution. I also understand the following: **It is my responsibility to provide correct routing and account information** for ACH transmissions by attaching a voided check, verified deposit slip or financial institution printout to my authorization. **I will immediately notify DCSS if my banking information changes.** I must include my name, social security number, and case number on all correspondence regarding direct deposit. **I must submit a new authorization form to change my direct deposit.** DCSS will pre-note the bank account I provide to verify my information. I understand that I will receive my child support payment via paper check while DCSS pre-notes my account information. *I can stop my direct deposit by providing written notification or contacting Customer Service.* **I must notify DCSS of any changes to my address.** I authorize DCSS to update my mailing address on DCSE records to be the same as the home address provided on my enrollment form. The Customer Service Unit - Automated Assistance Line (AAL) will provide the date DCSS disbursed my payment; I must verify with my financial institution when the payment is posted to my account and funds are available for withdrawal.

The mission of the Division of Child Support Services is to promote family independence by reducing dependency of single parent households through the collection of monetary child support payments and medical support from non-custodial parents.

This mission is achieved through the effective use of paternity establishment programs, aggressive case processing, enforcement techniques, efficient collection and prompt distribution of support payments.

The Division of Child Support Services operates a statewide Customer Service Unit and Automated Assistance Line (AAL) 24 hours a day, 7 days a week, by touch-tone phone.

The AAL provides pre-recorded information (in English & Spanish) including: Location & hours, enrollment form process, change of address, check replacement, information for employers, income withholding, license suspension, locating parents, passport denial, paternity establishment, payment information and tax intercept information.

When requesting case specific information, clients are asked to enter their case number on a touch-tone phone. Rotary phone users are instructed to stay on the line and will be transferred to the Customer Service Unit during normal business hours: Monday through Friday, 8:30 AM to 4:00 PM



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Child Support Services

P.O. Box 12327
Wilmington, DE 19850

Customer Service/Automated Assistance Line
NCC (302) 577-7171
KC (302) 739-8299
SC (302) 856-5386

Website www.dhss.delaware.gov/dcsc



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Child Support Services

DIRECT DEPOSIT



***Direct deposit enables you
to receive your child support
faster than waiting for the
check to arrive in the mail!***

Division of Child Support Services

Direct Deposit Information

What is direct deposit?

Direct deposit, also known as electronic funds transfer, allows the Division of Child Support Services (DCSS) to electronically deposit your child support payments directly into your bank account.

Why should I enroll in direct deposit?

- *You get your money faster because mailing your payment to your address is eliminated.*
- *You do not need to make extra trips to the bank, or wait in long lines to cash your check.*
- *You won't have to wait for your check to clear.*

How does direct deposit work?

When a payment is posted to your child support case, DCSS electronically notifies your bank to credit your account. In most instances, your account will be credited within two business days after DCSS applies the payment to your case.

Who can enroll in direct deposit?

Every child support custodial parent who has a valid ITIN or Social Security number and a bank account in their own name can enroll in direct deposit.

Can I have BOTH: a First State Family Card -and- a Direct Deposit account?

NO. Clients must choose one or the other. A client can NOT have both Direct Deposit and a First State Family Card account.

Any/all child support payments, on any/all cases, will go into that ONE account until child support payments stop.

How do I enroll in direct deposit?

Clients can obtain an enrollment form from any of the following locations:

1) DCSS Offices

- **New Castle County**
Churchmans Corporate Ctr.
84-A Christiana Rd.
New Castle, DE 19720
- **Kent County**
Blue Hen Corporate Ctr.
655 South Bay Road
Dover, DE 19901
- **Sussex County**
9 Academy St.
Georgetown, DE 19947

2) Online www.dhss.delaware.gov/dcss

Complete the enrollment form, including your bank account information (bank routing number & your account number), attach a copy of a voided check or a savings account deposit slip, and mail everything to:

**Division of Child Support Services
P.O. Box 12327
Wilmington, DE 19850**

When will my direct deposit start?

There will be a processing period between when your enrollment form is submitted and when your direct deposit is activated. If you have any questions, please contact DCSS's Customer Service Unit for an update on your direct deposit status.



How do I know when I've received a payment?

To learn if a payment has been credited to your account, contact your bank or DCSS. If you have any questions, please call DCSS's Customer Service Unit in the county where you live:

- New Castle County (302) 577-7171
- Kent County (302) 739-8299
- Sussex County (302) 856-5386

What if I change my address -or- bank account?

You will need to complete a new enrollment form each time you change your bank information. It is important to keep DCSS informed of your current address and any changes to your bank account information (routing number & account number), and whether your bank account has been closed. Updating DCSS with any changes to your bank account information will avoid unnecessary delays in receiving your payment.

How do I stop direct deposit?

You must submit a new enrollment form to UPDATE or CANCEL your direct deposit.

If you cancel Direct Deposit, without providing updated banking information and documents, you will automatically be enrolled in the First State Family Card.

Once enrolled in the First State Family Card, you may NOT opt out of the program.

If there is an urgent need to submit a cancellation request, please contact DCSS's Customer Service for additional instructions.